IN THE CLAIMS:

Please amend the claims in the above-identified patent application as follows:

SUB C1 1   1. (**Amended**) A method for processing electronic messages, said method

2   comprising:

3   receiving a message in an enterprise mail system, said message from a human

4   message sender;

5   categorizing said message by selecting a first category entry from a category

6   database comprising a plurality of category entries, each said category entry

7   containing information for handling particular incoming messages; and

8   creating a response message using said first category entry, said response message

9   including a response body defined in said first category entry and a set of

10   message recipients defined in said first category entry.

1   SUB D17   2. (**Amended**) The method of claim 1 wherein one of said set of message

2   recipients comprises a carbon copy recipient.

1   3. (**Amended**) The method of claim 1 wherein one of said set of message

2   recipients comprises a blind carbon copy recipient.

4. (**Amended**) A method for processing electronic messages, said method

2 comprising:

3 receiving a first message into an enterprise mail system, said first message from a

4 first human message sender;

5 storing said first message in a message database;

6 assigning a category entry from a category database to said first message, said

7 category entry containing information for handling particular incoming

8 messages;

9 delivering said first message to a first enterprise mail system user; and

10 providing a template response message to said first enterprise mail system user

11 using information in said category entry, said template response message

12 including a set of message recipients defined in said category entry.

1 6. (**Amended**) The method of claim 4 wherein assigning a category entry

2 from a category database to said first message is performed by said first enterprise mail

3 system user.

1 7. (**Amended**) The method of claim 4 wherein providing a template

2 response message further comprises:

3 providing a set of default message body sections for said template response

4 message.

SUB D3

1   13. (**Amended**)   The method of claim 1 wherein one of said set of

2   message recipients comprises said human message sender.